

DATE: October 16, 2018
To: Holders of the AHCCCS Contractor Operations Manual
FROM: DHCM Contracts and Policy
SUBJECT: AHCCCS Contractor Operations Manual (ACOM)

This memo describes revisions and/or additions to the ACOM.

Please direct questions regarding policy updates to the Contracts and Policy Unit at 602-417-4295 or 602-417-4055 or email at DHCMContractsandPolicy@azahcccs.gov.

UPDATES AND REVISIONS TO THE AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)

To view the policies and attachments, please access the following link:

[**AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)**](#)

POLICY 412, CLAIMS RECOUPMENT

Policy 412 was revised for minor formatting. Policy title was formerly titled, “Claims Reprocessing” and was updated to “Claims Recoupment” for clarity.

POLICY 435, TELEPHONE PERFORMANCE STANDARDS AND REPORTING

Policy 435 was revised for minor formatting and language clarification on reporting downtime resolution.

- **ATTACHMENT A & B, TELEPHONE PERFORMANCE MEASURES TEMPLATE – CENTRALIZED TELEPHONE LINE DOWN TIME TEMPLATE**

No changes to Attachment A. Attachment B was revised to include a new column to add a description for resolution.

POLICY 439, MATERIAL CHANGES PROVIDER NETWORK AND BUSINESS OPERATIONS

Policy 439 was revised for general formatting and language clarification.

POST TRIBAL CONSULTATION NOTIFICATION/PUBLIC COMMENT CHANGE:

Added language to Policy section III., B., 5.,

5. In the event of an unexpected material change to the provider network and/or business operations, the Contractor shall submit written notification to AHCCCS no later than one business day of the Contractor becoming aware of the change. Notification shall be submitted as specified in Contract. The notification shall include a detailed description of the change, address why it was unexpected and include all of

the requirements identified in Attachment A. *If the Contractor is unable to provide some or all of the Attachment A requirements in its initial notification, the remaining requirements must be provided to AHCCCS within one week of the initial notification.* The Contractor shall also identify its plan for notifying members or providers of the unexpected change.

○ **ATTACHMENT A, PROVIDER NETWORK BUSINESS OPERATIONS MATERIAL CHANGE PLAN CHECKLIST**

Attachment A was revised for minor formatting and language clarification.

APPROVED NOT YET EFFECTIVE

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[ACOM APPROVED NOT YET EFFECTIVE](#)

None at this time.